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CCT 333

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Activity / Task Analysis

February 8th 2010

Pizza Pizza – Cashiers’ Manager

**Cashier**

Purpose

* Take customers’ orders
* Process the smaller orders (slices, drinks, dipping sauces, chips)
* Make sure the proper orders are communicated with the cooks
* Making sure customers are satisfied

Functions

* Asking the customers what they would like today
* Offering them options through specials
* This is the first step of the transaction and it has to be done right
  + If there is a mistake made then the entire chain of events for the order will be incorrect

Objects

* Cash
* POS system
* Food

Roles

* Customers

Links

* The cashiers job is linked to the finance one that takes place later
* The money and transactions have to balance in the end
* It is also linked to stock because sometimes I have to keep track of what has been sold so I can make the stock orders later

Constraints

* Unsatisfied customers
* The cooks not making the orders to the customers’ likings
* POS system failing
  + Unable to take orders
* Interact system down
  + Unable to accept payments

Issues

* Miscommunication with customer

**Create Work Schedule**

Purpose

* So the cashier staff know when they are working

Functions

* Making a schedule with the dates of the following week and the names of the people working and what time their shifts are

Objects

* A calendar

Roles

* Other cashiers
  + Contacting them to find out if they have any preferences

Constraints

* When someone is unable to come in for their shift
  + Finding someone else to take your shift

Issues

* Making sure that all the cashiers are satisfied with their shifts and are happy with the hours they receive

**Clean**

Purpose

* To make the location aesthetically pleasing
* To maintain a sanitary workplace

Functions

* Cleaning the windows
* Mopping the floors
* Changing the garbage bins
* Cleaning the dishes and trays
* Wiping the tables
* If customers are unhappy with the cleanliness of the store then they will not return

Objects

* Mops
* Cloths
* Various cleaning products

Roles

* It is usually just the task of the cashier currently on the job

Constraints

* Customers who are particularly messy
* If the manager has not made the cleaning supplies available

Issues

* Sometimes the task of cleaning and the task of cashier overlap and it is difficult to maintain a clean environment while tending to the customers

**Finances**

Purpose

* To make sure that all the money is balanced
* The goal is to check that all the transactions add up accordingly

Functions

* Adding up the money to make sure that what is stated in the computer at the back is exactly the same amount of funds received
* There is a master computer at the back which tracks all the transactions, it then tells the owner exactly how much money was to be received that day. I have to make sure that everything matches up with that computer

Objects

* Money
  + Counting it up
* The Interact machine
  + Printing the ledger of all the transactions that were made via credit and debit cards
* Computer

Roles

* This part usually just takes place between the cashier on duty and the owner

Links

* As stated earlier, this job in connected to the cashier task
* The cashier has to make sure that his cash + debit + credit transactions all add up

Constraints

* Computer error may cause the funds to be unbalanced

Issues

* Cash being short
* Funds missing
  + This is one of the biggest issues that arises
  + If the funds are short, who is to blame?
* The cashier is required to trace each individual transaction and try to recover the lost money

**Stock**

Purpose

* The reason for this task is to make sure that the store is fully stocked to satisfy all the needs of the customer
* Everything must be available within the store to complete all the orders
* Additionally, the workers must have access to everything they need to do their jobs

Functions

* There is a list that contains all the items that have to be ordered
* By following this list, I am able to fill in the quantity required based on number of units currently on hand

Objects

* Other than the units available to see how much more is required this task is a basic counting and inputting of data
* A computer is required to enter the quantities and then it sends the order to Pizza Pizza headquarters

Roles

* This is basically my job as the cashiers’ manager. I report back to the owner and let him know that the order has been completed and placed

Links

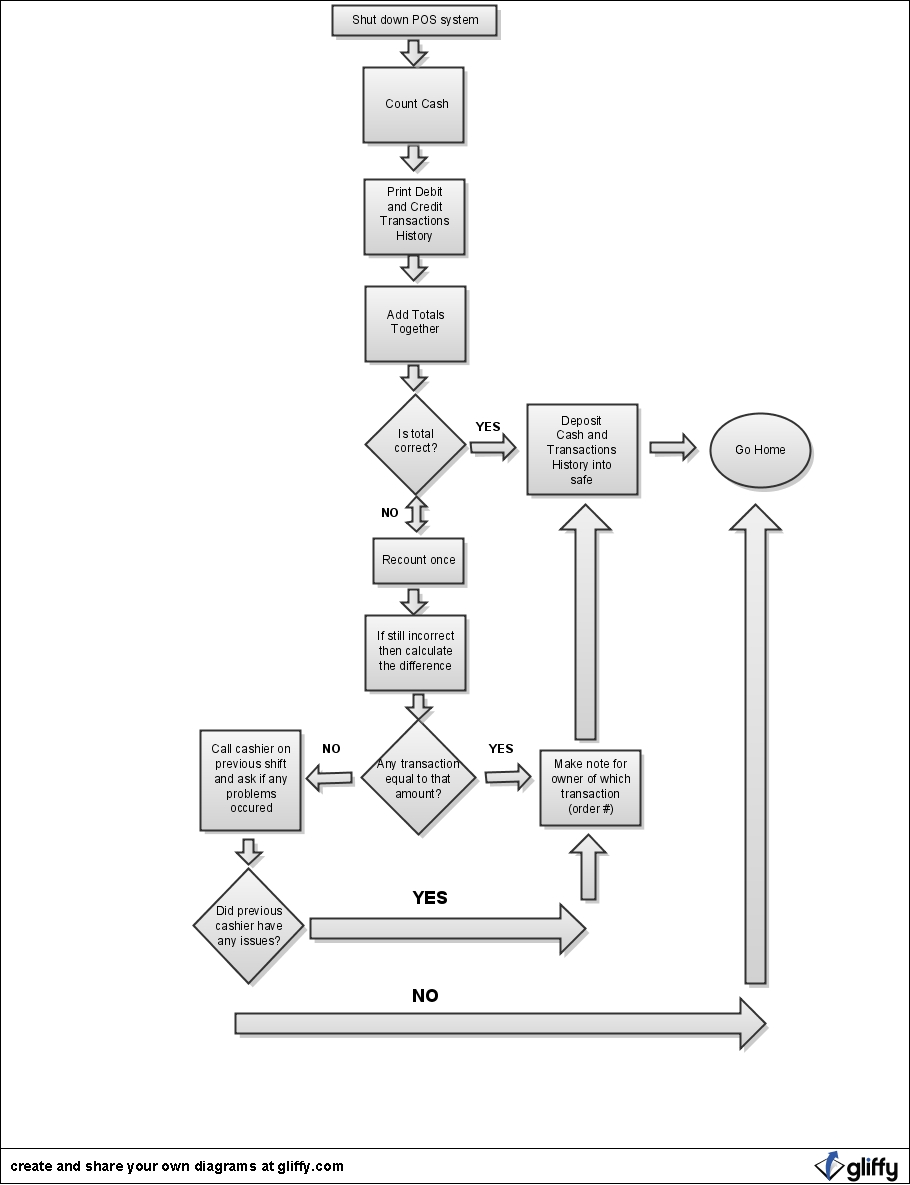
* Surprisingly this task is actually connected to “cleaning” in some ways
* If there are items misplaced or garbage is blocking items in the store, then this would lead to a miscount and more units may be ordered than what is required

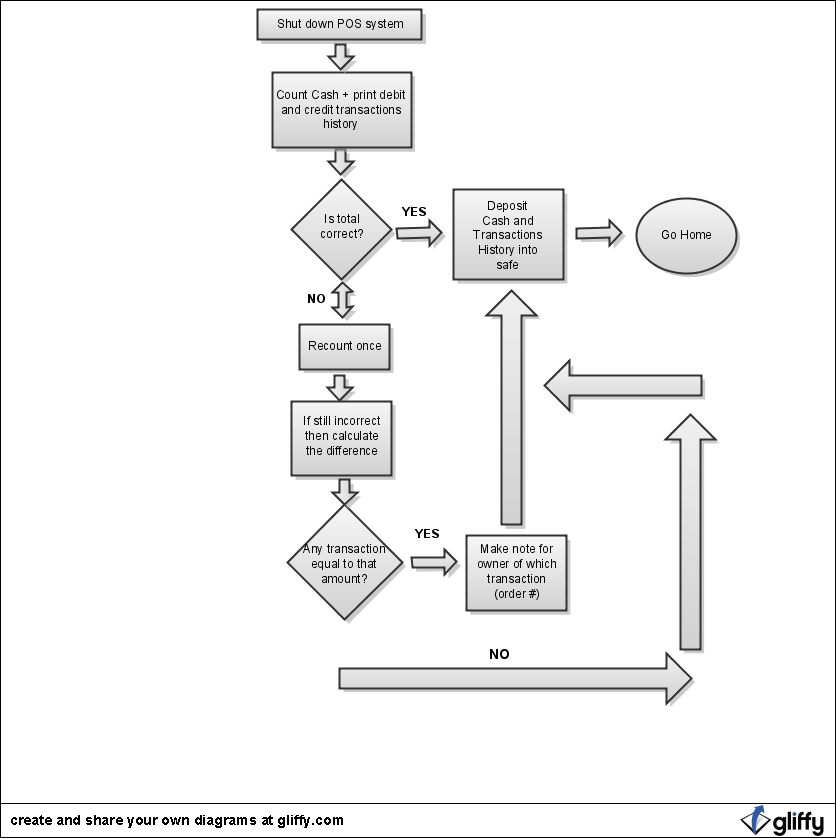
Constraints

* The order has to be placed on Friday nights so if the cashiers on duty have not cleaned up or stocked up their station then it is hard to place the right order

Issues

* Placing the wrong order
* Ordering something that was not required or forgetting to order something that is required
* One other issue that would constantly arise was when the previous weeks order would lack something which was the fault of the delivery, this would then be shipped the following week however there was no trace of this issue being dealt with
  + Therefore, if 10 cases of Pepsis did not arrive the previous week and were going to be sent this week, then while doing my stock report I would not know of this and would place an order of another 10 cases which would result in 20 cases showing up





The issue I chose to address dealt with the finance task. Pizza Pizza does one final closing of the POS system daily. Throughout the day, if too much cash accumulated in the register, then a deposit of $300 was to be made. At the end of the day, when closing down, the cash in the register + the number of $300 deposits made would add up to make the total cash for the day. Next, the interact machine would be commanded to print out a list of all the debit and credit card transactions for the day. At the bottom of this print-out would be the total dollar amount for non-cash transactions. Combined with the total cash, this would be the total revenue for the day. This number would then be compared to the total revenue calculated by the master computer at the back. This master computer recorded every transaction made for the day. Therefore the total on the computer would be 100% accurate and all funds would have to match it.

The issue would arise when there would be a difference between the two numbers. Since this could only be realized at the end of the day, it usually ended up being the problem of a very tired cashier (closing occurred at 2am). The cashier, usually myself, would then have to follow a procedure. This consisted of recounting all the funds to see if any errors were made there. Once this was deemed not the case, the next step was to calculate the difference between the total revenue on the master computer and the total revenue on hand. Sometime this difference would be the exact value of one transaction. A note was then made for the owner as to what the difference was and which transaction was of the same amount. This way, the owner could then check what went wrong with that transaction and which cashier was on duty. If no single transaction was the problem then previous cashiers were to be called and asked if they had any issues throughout the entire day. Lastly, if no issues occurred then there was little the cashier could do and would just deposit the money in the safe and go home.

To solve this issue, I chose to implement multiple POS shutdown procedures throughout the day. Therefore, whenever a cashier would relieve their duties to the next cashier, they would now be required to add up all the cash, print out the transactions history and make sure that the two would total up to the revenues for the day so far. By doing this, the original flowchart could eliminate the step which requires the cashier to call the previous cashiers at home to find out if they had any problems. This would save the cashier multiple phone calls at 2am to discover where the error was made.

When it comes to conducting multiple POS closing procedures, this would affect nearly all the workers. First, the cashier who is finishing their shift would be required to make sure that their funds are accurate and complete. This may require them staying an extra 10 minutes to carry out the shutdown steps. However, when it comes to their turn being the ones to shutdown the store at the end of the night, they will be relieved of the extra half an hour required to call the 2-3 other cashiers and finding out when the error may have occurred. This would also aid with the cooks as one of them is always required to close the store. If the cashier has to stay an extra half-an-hour then so does the cook.

I chose to address this issue because I myself would constantly face it and during closing it was especially a hassle. As the cashiers’ manager, the owner had a lot of trust in me and placed many responsibilities upon me. Therefore, whenever an issue with the cashiers (and the cash) would occur, I was looked upon to take care of it. I always felt that by having multiple shutdowns the time it would take to carry them out would be beneficial for the closing staff.